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But what about us? Developing an inclusive approach to library insight.

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# But what about us?

## Developing an inclusive approach to library insight.

Selena Killick

Associate Director  
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@SelenaKillick

# The Open University (Quant & Qual)

- 50
- 2 million
- 170,000
- 4,000
- 1,500
- 180 & 600
- 28
- 24,000
- 1,800



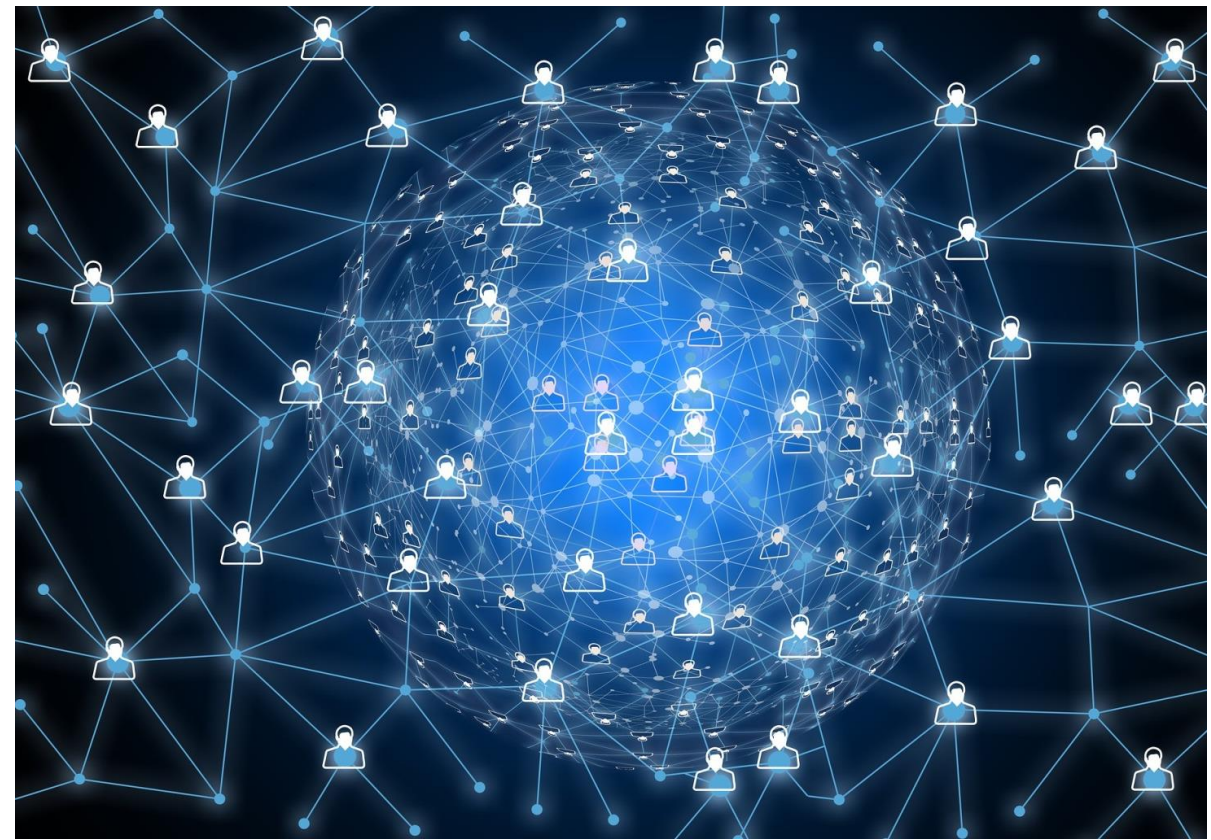
# The Open University Library (Quant & Qual)

- 75% & 100%
- 500,000
- 10 million
- 24/7/365
- 91%
- Students who use library resources<sup>1</sup> and attend library tutorials<sup>2</sup> get better results.



1. Nurse, Baker and Gambles, 2017  
2. Killick, Nurse and Clough, 2018





# Collaboration culture

# The Library Student Research Panel





**MIND THE GAP**

What do the OU community  
want & need from the Library?



# Who?

## The Whole OU Community

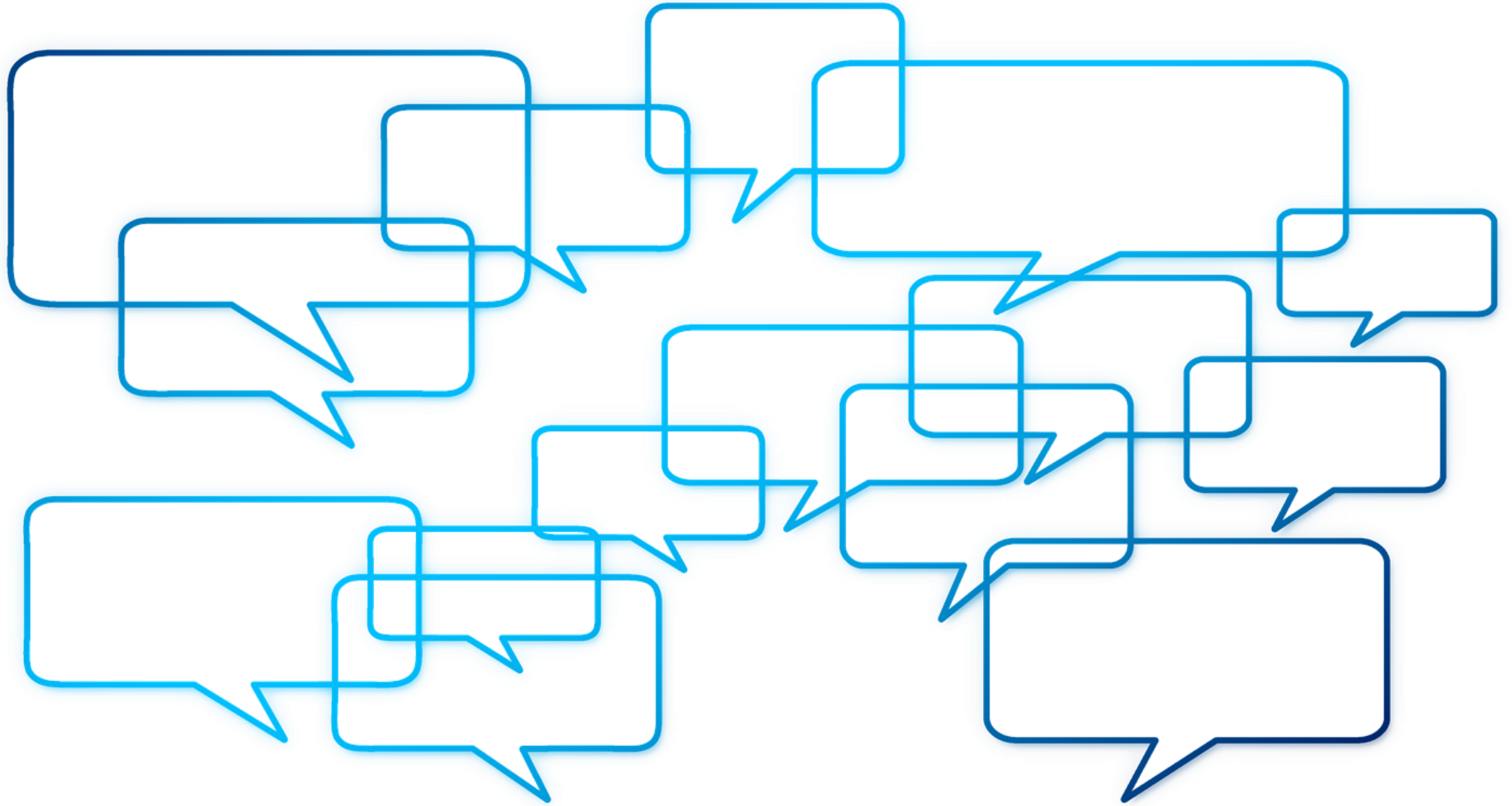
Academic Staff

Associate  
Lecturers

Research  
Students

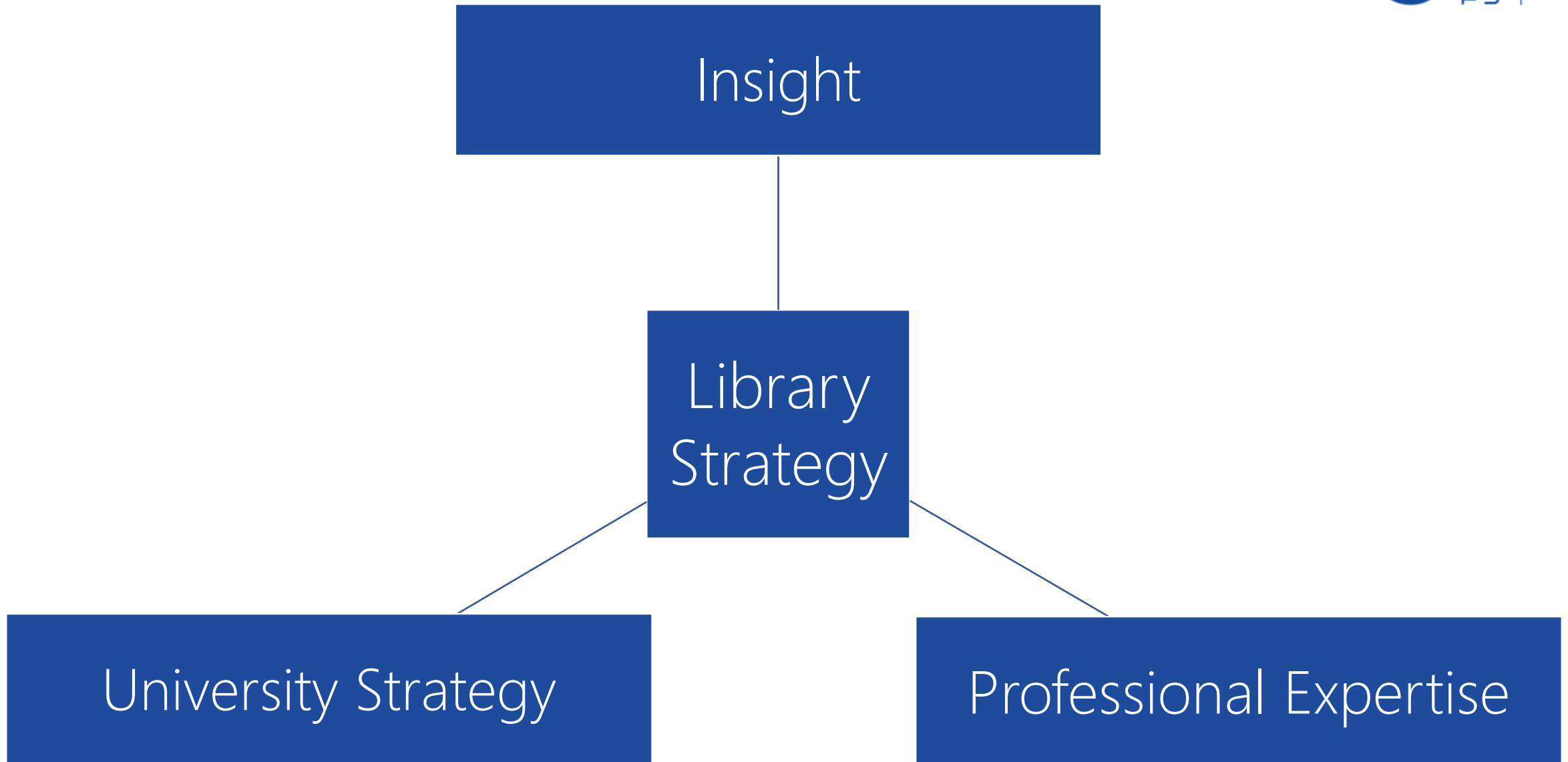
Undergraduate  
Students

How?





If you're not going to do anything with the insight, stop conducting the research.





# Opportunities with...



**volunteer**





What are the current & future expectations of the physical library?

# Who?

Current  
building users

Campus-based  
non-users

Regular  
campus visitors

# Current building users

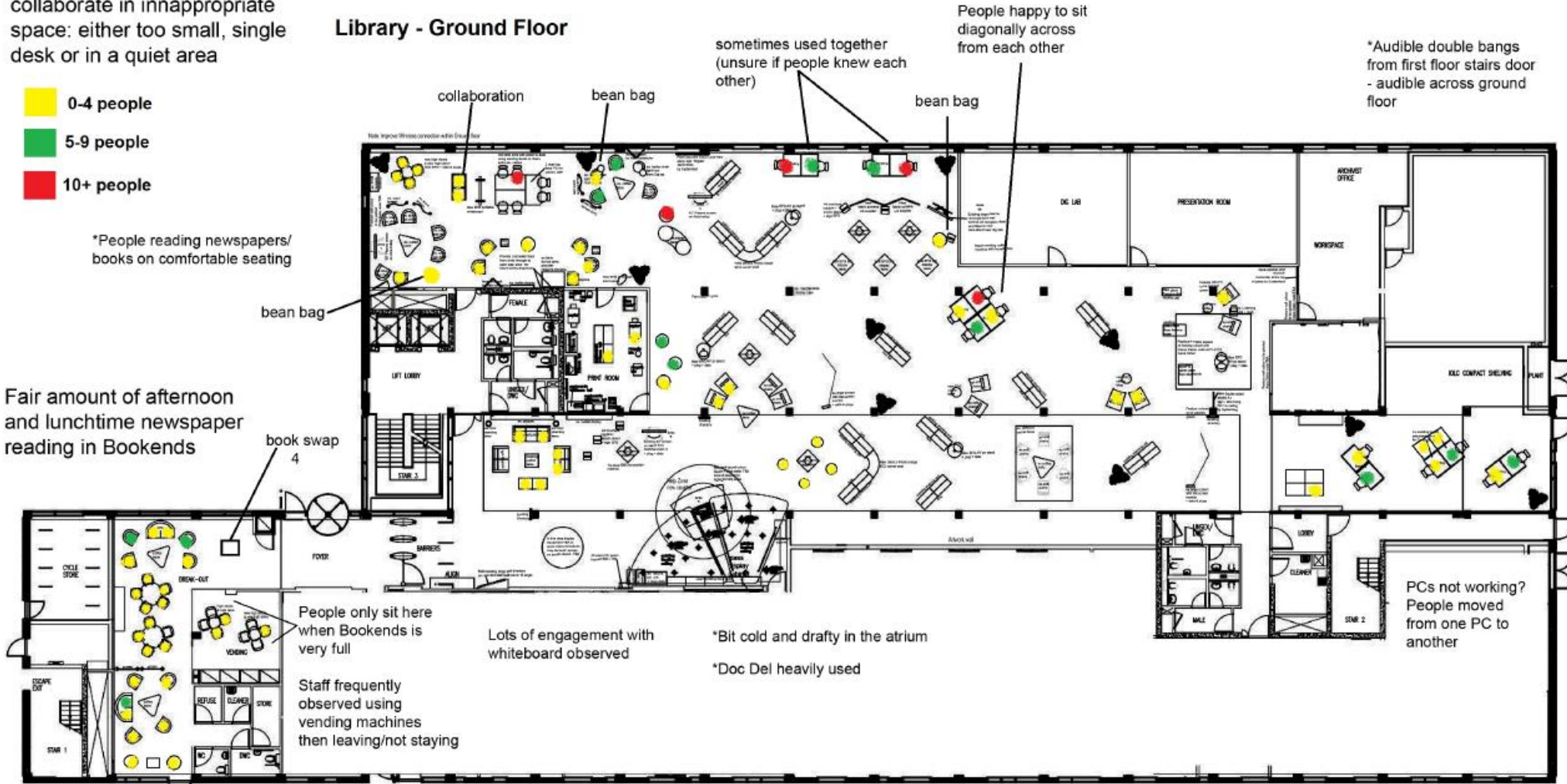
\* Most people using PCs also had laptops with them

People happy to sit diagonally across from each other

sometimes used together  
(unsure if people knew each other)

- \*People reading newspapers/  
books on comfortable seating

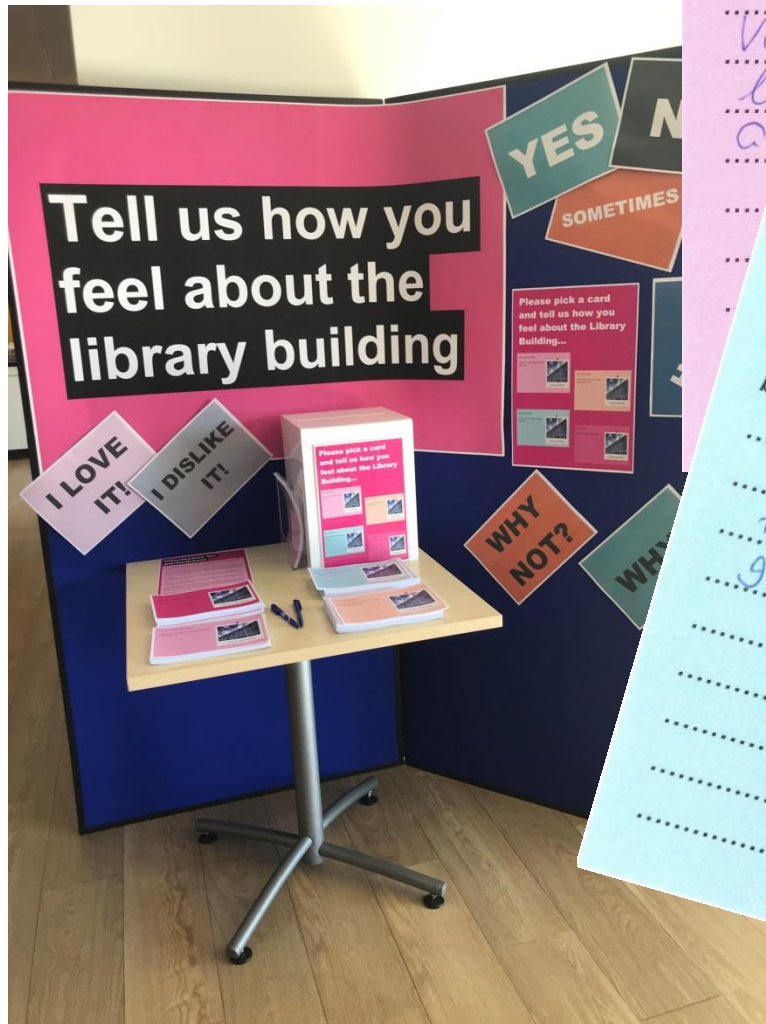
bean bag



PCs not working?  
People moved  
from one PC to  
another



# How?



Dear Library building,

I like to use the Library building because.....

Very quiet!!  
lots of newspapers  
and comfy chairs.



Library Building

Dear OU Library,

I don't use the Library building because.....

it is not welcoming  
and there are no staff  
to help me find what  
I am looking for.



Library Building

Campus-based  
non-users

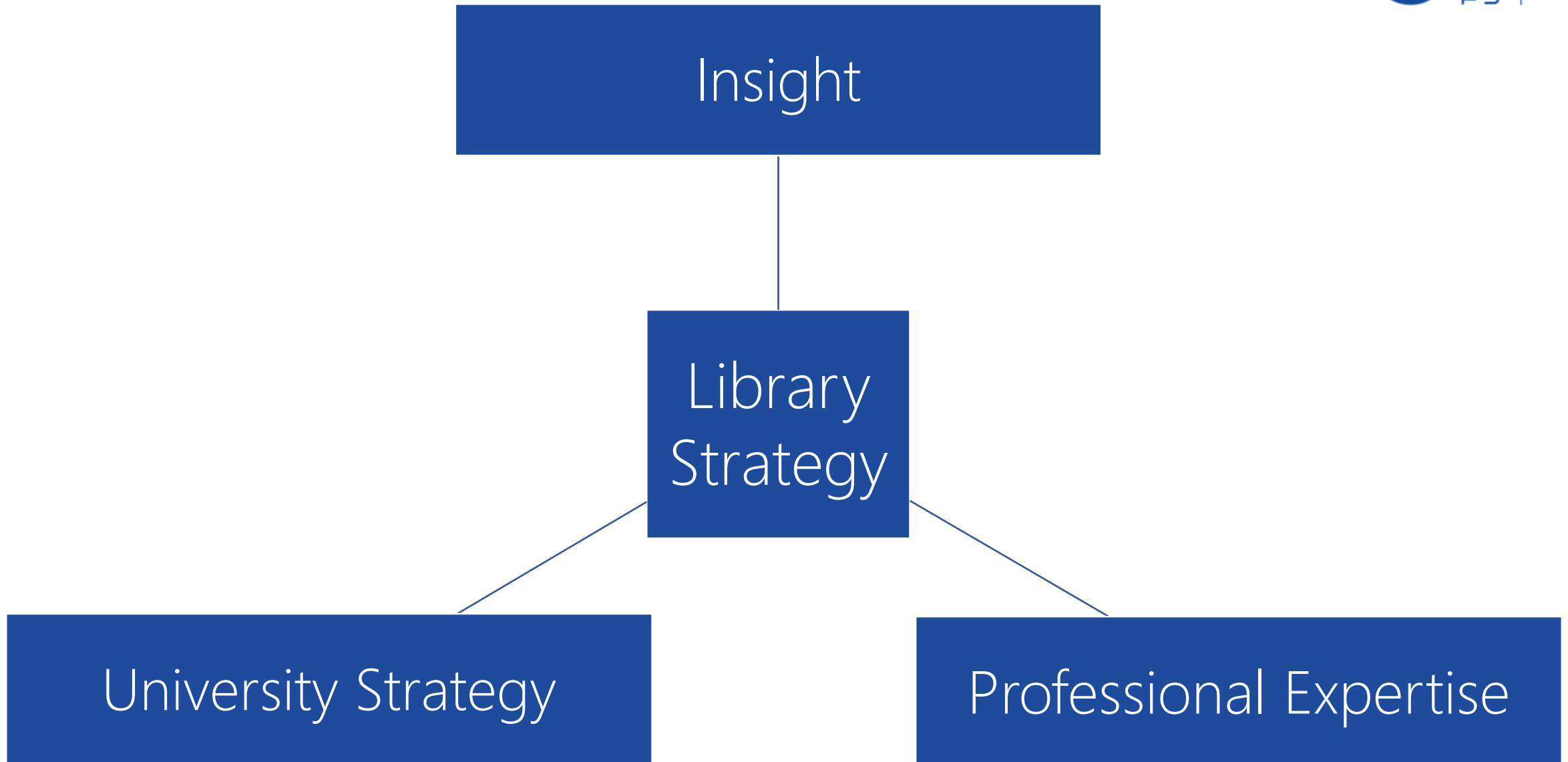


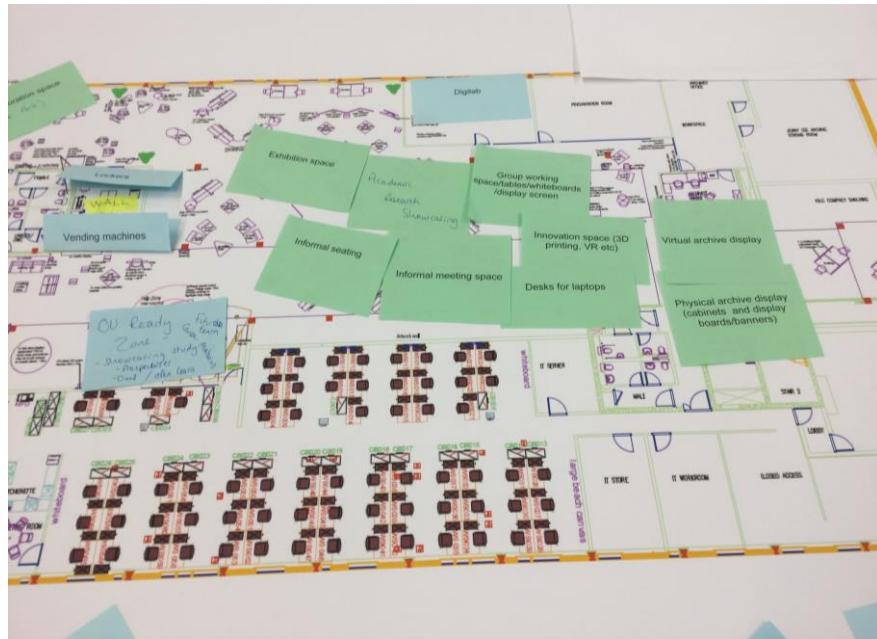
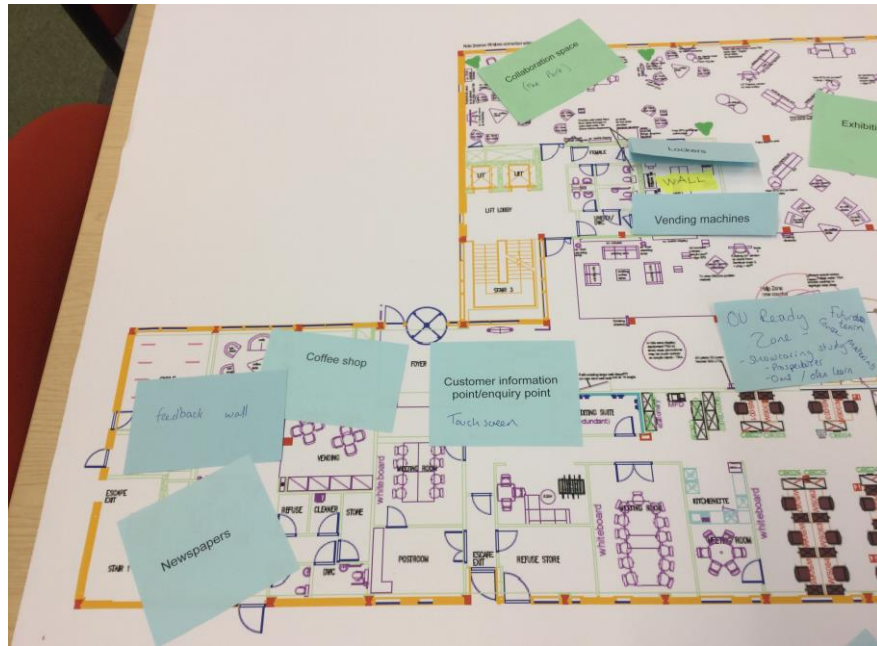


How?



Regular  
campus visitors







Arriving today...





# The Library Student Research Panel



# The Library Community Research Panel



# Acknowledgements

- Keren Stiles
- David Jenkins
- Maxine Borton
- Sam Dick
- Sally Labrooy
- Anne Jelfs
- Richard Nurse

And the rest of the Awesome OU Library team.



# References

1. Nurse, R., Baker, K. and Gambles, A. (2017) 'Library resources, student success and the distance-learning university', *Information and Learning Science*, 119(1/2), pp. 77–86. doi: 10.1108/ILS-03-2017-0022.
2. Killick, S., Nurse, R. and Clough, H. (2018) 'The Continuing Adventures of Library Learning Analytics: Exploring the Relationship between Library Skills Training and Student Success.', in *Proceedings of the Library Assessment Conference 2018*. Houston, TX: (in press).
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# Thank you

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